United Nations A/67/311

General Assembly

Distr.: General
15 August 2012

Original: English

Sixty-seventh session
Item 121 of the provisional agenda*
Multilingualism

Multilingualism

Report of the Secretary-General

I. Introduction

1. The present report is submitted pursuant to General Assembly resolution 65/311, in which the Assembly requested the Secretary-General to submit to it, at its sixty-seventh session, a comprehensive report on the implementation of its resolutions on multilingualism. The report provides an update on the activities undertaken to promote multilingualism since the submission of the previous report on this subject (A/65/488), in 2010.

II. Multilingualism at the United Nations

A. Coordination of multilingualism

2. In response to the request of the General Assembly in its resolution 61/266, the Secretary-General in 2008 appointed the Under-Secretary-General for Communications and Public Information as Coordinator for Multilingualism. Following his departure, the incoming Under-Secretary-General was appointed by the Secretary-General, in August 2012, as the new Coordinator for Multilingualism, ensuring continuity.

3. In the interim period, the Department of Public Information continued to take a coordinating role working with the informal network of departmental focal points on multilingualism.

4. The present report highlights activities undertaken to promote multilingualism by departments and offices within the Secretariat. The examples are aimed at presenting an overview of actions taken on key dimensions of multilingualism.

* A/67/150.

12-46492 (E) 170912

Please recycle

B. Human resources management

5. According to the most recent survey conducted by the Office of Human Resources Management, some 160 languages are spoken by staff members at the Secretariat. The multilingualism among staff helps to promote international understanding, dialogue, unity and mutual tolerance in a diverse environment.

1. Training

6. The language and communications programmes for staff members has continued to expand. Since February 2012, language learning reference resources have been posted on the language programme website at Headquarters to help, in particular, field-based staff members who do not have access to on-site training. Language teachers and coordinators also support those responsible for language courses in other offices, including field missions where language programmes needs have been increasing. During the reporting period, the language programme at Headquarters piloted a training-of-trainers to enable full-time teachers to pass along acquired knowledge to colleagues outside their duty stations, including in the Economic and Social Commission for Asia and the Pacific (ESCAP), the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo (MONUSCO) and the United Nations Interim Force in Lebanon (UNIFIL). Other pilot projects have been initiated to align all language courses with the Common European Framework of Reference for Languages, a reference tool launched in 1991 by the Council of Europe, which provides internationally recognized standards of language proficiency.

7. Since September 2010, a total of 10,317 registrations in 938 language courses, ranging from regular language classes grouped by proficiency levels to classes focused on specific skills, such as pronunciation and report writing, have been processed at the New York Headquarters.

2. Recruitment

8. The United Nations careers portal (http://careers.un.org) is fully bilingual in English and French. Secretariat job openings are published in these two working languages, as well as instructions and all other tools designed to facilitate the applications of potential candidates. Information on recruitment policies is available on the Organization's website in the six official languages. All job openings indicate that French and English are the two working languages of the Secretariat.

3. Outreach

9. Emphasis on the importance of multilingualism has been a key element of human resources outreach. Many outreach missions have been expanded to focus on regions, countries and universities that attract multilingual individuals. In the two previous years, there have been missions to Mexico, the Dominican Republic, Spain, Panama and Costa Rica, and further missions are planned to other regions. The Office of Human Resources Management places advertisements in news media, including French-language newspapers, to encourage applicants with a range of language skills. Language positions in the Secretariat are also advertised on multilingual websites, such as Facebook and LinkedIn. Radio spots were also

prepared and disseminated in all the official languages to advertise the Young Professionals programme.

4. Staffing

10. In the context of workforce planning, the linguistic skills of current and rostered staff are taken into account. One recent example was the increased requirements for Arabic-speaking staff following the establishment of new peacekeeping and political missions in the Middle East and North Africa region that triggered a special information session for those interested and qualified.

5. Capital master plan

11. As part of the capital master plan, the installation of new technical equipment, including the congress microphone and simultaneous interpretation system at Headquarters, will improve working conditions for the interpreters and provide high-quality audiovisual and broadcast of language services. In an effort to meet international standards, the booths of the interpreters in the Conference and General Assembly Buildings will be enlarged structurally to the extent possible.

C. Department for General Assembly and Conference Management

1. Conference services

12. The Department for General Assembly and Conference Management is mandated to provide high-quality language and conference services to the United Nations. This includes interpretation, translation, editing, verbatim reporting and other language-support services. The Secretariat must ensure that equal treatment is given to all six official languages, as reiterated by the General Assembly on several occasions, most recently in its resolution 66/233 on the pattern of conferences. With the Assembly's approval, the Department continues actively to pursue the integrated global management of language and conference services, including various information technology-intensive modernization initiatives that seek to deliver significant processing efficiencies.

2. Official documentation

13. The ability of the Department to provide Member States with high-quality language services in a timely manner has been tested by factors such as the open-ended meeting mandate granted to the Human Rights Council, whereby there is no limit to the number of meetings the Council can hold.

14. With respect to the provision of parliamentary documents to intergovernmental bodies, the Department remains in strict compliance with the rule of simultaneous distribution, under which no one language version of a document may be circulated in advance of others.

15. Through proactive document-management measures, including the introduction of workload sharing, capacity-planning and the establishment of an interdepartmental task force on documentation, the Department seeks to ensure greater predictability and more efficient use of resources in the processing of documents that are critical to effective multilingual communication among delegations.

16. The Department has also managed to increase its overall compliance with the mandated issuance dates of multilingual documents (from 61 per cent in 2007 and 60 per cent in 2008 to 67 per cent in 2009, 69 per cent in 2010 and 73 per cent in 2011) despite continuing challenges stemming from the need sometimes to process unforeseen, urgent or inordinately lengthy documents.

3. Outreach and succession planning

17. The Department for General Assembly and Conference Management remains committed to the principle that language staff should be recruited only through international competitive examinations, conducted to help maintain its high standards in delivering language services.

18. In 2007, the Department launched its Outreach to Universities programme, an unprecedented effort implemented entirely within existing resources and based on pro bono work by dedicated staff members. The programme aims at assisting more than 15 partner universities, including Beijing Foreign Studies University (China), Minsk State Linguistic University (Belarus), Saint Joseph University (Lebanon), University of Damascus (Syrian Arab Republic) and University of Nairobi (Kenya), by helping to equip language students with the skills required by the United Nations language services in all six official languages. The programme also strives to create synergies with the Department's annual training plan by offering serving staff a broader range of training opportunities to enhance their language skills.

19. In addition, the Department, in cooperation with its partners within the International Annual Meeting on Language Arrangements, Documentation and Publications, has been undertaking efforts to launch the Consortium of African Universities, including an interpreter training programme, based in Nairobi, to be piloted in several universities in sub-Saharan Africa. The Consortium is expected to help enlarge the pool of qualified interpreters trained in Africa who could be retained to service multilingual conferences held on the continent and/or for potential recruitment by intergovernmental organizations.

20. The Department has taken a proactive approach to attracting and retaining language professionals given that the rate of its forecast retirements over the period from 2012 to 2017, at 4.6 per cent per year, is more than double the overall Secretariat rate of 1.8 per cent per year. By 2017, 23 per cent of current language staff will have retired. In 2010, it commissioned a comprehensive study on revamping the current system of language competitive examinations which included a recommendation to implement a vigorous programme of outreach to universities to better prepare candidates for United Nations Language Competitive Examinations through an internship programme specific to the Department for General Assembly and Conference Management.

D. Peacekeeping, security, political, legal and ethics offices and departments

1. Department of Peacekeeping Operations and Department of Field Support

21. Of the 17 peacekeeping operations and the special political missions administered by the Department of Peacekeeping Operations, 5 operate in French-speaking countries. Approximately 60 per cent of all peacekeepers are deployed in

French-speaking countries, yet the majority of peacekeepers deployed in such countries do not speak French. The Department is working to secure more French-speaking peacekeeping troops and police.

22. Over the years, Francophone troop- and police-contributing countries have voiced concern that guidelines, manuals and training materials are frequently available only in English. Stemming from this need, in 2010 the Department of Peacekeeping Operations and the Department of Field Support created a working group on the use of French, with representatives from all offices and divisions. As a result of its efforts, 75 policy and doctrine documents were translated, and training documents were also translated into the five official languages other than English.

23. Many individual peacekeeping and political missions have undertaken special efforts to promote multilingualism. For example, in July 2010, the United Nations Stabilization Mission in Haiti (MINUSTAH) announced its intention to promote the use of French as a working language within the Mission and in any communications with Headquarters. Since then, the Mission has effectively promoted French-language training for all personnel. Likewise, MINUSTAH encourages the use of Creole in some important communications, including public statements, fact sheets or news articles. Communications between Headquarters and the United Nations Operation in Côte d'Ivoire (UNOCI), as well as between Headquarters and MONUSCO, are also conducted in French.

24. All internal communications within the United Nations Mission in Timor-Leste (UNMIT) are conducted in English and Tetum, which is the most spoken language in the country. UNMIT also translates its most important documents into Portuguese and/or Tetum, the two official languages in the country. About 80 languages are spoken by over 2,800 mission staff, reflecting the diversity of their origins. In addition, the national Timorese staff speak about 30 local languages. Within the United Nations Mission for the Referendum in Western Sahara (MINURSO), while all internal communications are conducted in English, other communications are often conducted in French, Spanish and Arabic. Typically in virtually all United Nations peacekeeping missions, public information outreach efforts are conducted in several languages. The United Nations Mission in South Sudan (UNMISS) supports the operation of Radio Miraya, which broadcasts in Arabic and English, with some features and public service announcements produced in local languages.

25. The Department of Peacekeeping Operations produces content for the United Nations peacekeeping website (www.un.org/peacekeeping). With the assistance of the Department of Public Information, some of the information on the site is translated from English into the other official languages. Of the 16 peacekeeping missions, 3 also have local bilingual websites.

2. Department of Political Affairs

26. The Department of Political Affairs continued to strengthen its efforts on multilingualism. The changes in the Arab world and the related demand for Arabic language skills have led the Department to further invest in a multilingual staff. Providing electoral assistance to Member States, for example, the Department has deployed Arabic-speaking experts to support authorities in conducting elections in countries such as Libya, Tunisia and Yemen. It has also pursued efforts to expand the pool of fluent Arabic speakers in its roster of electoral experts.

27. Proficiency in the official languages allows the Department's desk officers to follow political developments in major regions of the world. Staff members also possess working knowledge of non-official languages that are essential in certain contexts. The 12 political missions and peacebuilding offices operating under the supervision of the Department of Political Affairs in Africa, Asia and the Middle East, carry out their work in official and non-official languages according to the exigencies of each country environment. For the United Nations Political Office for Somalia (UNPOS), for example, communicating in Somali is crucial to supporting the country's political process. The outreach activities of the Office include the dissemination of materials in Somali.

28. The Department's roster of mediation experts provides further illustration of the efforts of the Organization to promote multilingualism. The roster's 240 members represent over 70 nationalities speaking more than 60 languages.

29. Multilingual staff at the Department are also vital to servicing United Nations bodies, including the Security Council and Committees of the General Assembly. As part of its responsibilities to support the Security Council, the Department publishes the *Repertoire of the Practice of the Security Council* in all six official languages.

30. The Department also maintains the United Nations Information System on the Question of Palestine (UNISPAL) in English and French.

3. Office for Disarmament Affairs

31. The Office for Disarmament Affairs organizes, in all six official languages, a variety of special events and programmes in the field of disarmament, produces publications like the *United Nations Disarmament Yearbook* and maintains databases for specialized areas. In August 2011, an updated Disarmament Education website was launched in all six official languages.

32. In furtherance of its mandate on disarmament and non-proliferation education, the Office has launched a partnership with the University of Tokyo to translate the testimony of atomic bomb survivors into English for dissemination through the Disarmament Education website. In addition, the students of Tokyo University have been in the process of translating the Office's January 2012 publication *Disarmament: A Basic Guide* into Japanese.

33. From June to December 2011, the United Nations Regional Centre for Peace and Disarmament in Asia and the Pacific designed and conducted a "Volunteers for Peace" education and outreach project on conflict resolution in Kathmandu, Nepal, through which university students were trained in the local language.

34. The Office organized for the translation of the flyer for the "Art for Peace 2012" contest for young people into 29 different languages, making it accessible across the globe with entries from 92 countries. The contest called on children and young people to use their creative talents to "Imagine a World Free of Nuclear Weapons".

4. Peacebuilding Support Office

35. The Peacebuilding Support Office continued its efforts to promote multilingualism, particularly through the support for key national reconciliation

initiatives in various countries, including education and dialogue projects in Libya and Yemen, both conducted in Arabic.

36. The Office continued to engage global experts and arranged meetings with translation services where many of them provided briefings in various languages, in some of the official languages and beyond, about the relevant peacebuilding issues concerning the six countries currently on the agenda of the Peacebuilding Commission (Central African Republic, Guinea, Guinea-Bissau, Liberia, Burundi and Sierra Leone), as well as other countries currently receiving support from the Peacebuilding Fund.

37. In support of the Secretary-General's seven-point action plan on women's participation in peacebuilding, the Office, together with UN-Women, developed a series of outreach products for distribution in countries eligible for the Peacebuilding Fund. The products included a gender-responsive peacebuilding calendar, posters and pens which were produced in Arabic, English, French, Portuguese, Russian and Spanish.

38. The Peacebuilding Support Office continued to work with the Department of Public Information to translate the content of its website and those of the Peacebuilding Commission and Fund in all six official languages.

39. As part of its responsibilities to support Member States, the Office publishes its documentation in all six official languages. It also strives to make documentation for its workshops available in the official languages.

5. Office of the Special Representative of the Secretary-General for Children and Armed Conflict

40. The Office of the Special Representative of the Secretary-General for Children and Armed Conflict maintains a website, in which all key sections have been kept in the six official languages. Press statements, mission reports and new media links are not yet available in all six languages owing to capacity constraints. The Office has been working on launching a new website, which will allow for a more efficient management of all language versions of the site.

41. Given the broad geographic coverage of the Office, staff members have been encouraged to learn different languages and most staff already have a working knowledge of three of the official languages.

6. Office of Legal Affairs

42. The Office of Legal Affairs encourages the development of international law and its codification by providing secretariat services. The Office's publications include the *United Nations Juridical Yearbook*, the *Summaries of Judgments, Advisory Opinions and Orders of the International Court of Justice*, *International Instruments related to the Prevention and Suppression of International Terrorism* and *The Work of the International Law Commission*. All of these are available in the six official languages and other publications are also translated into several different languages.

43. The Office of Legal Affairs also hosts the Audiovisual Library of International Law, which contains a permanent collection of recorded lectures from different regions and legal systems in the official languages. These lectures are transcribed

and translated to the extent possible depending on available resources. The historic archives of the Audiovisual Library publishes introductory and procedural history notes in all official languages. Legal and audiovisual materials are provided in all official languages, where available.

44. The Office of Legal Affairs conducted the United Nations Regional Course in International Law for Africa in Addis Ababa in 2011 and 2012 in English and French, respectively.

45. The Office continued to publish in the United Nations *Treaty Series* the authentic texts of treaties and international agreements (approximately 142 languages) that have been registered or filed and recorded with the Secretariat, together with translations into English and French, as required. The Office publishes in English and French the monthly *Statement of Treaties and International Agreements*, the depositary notifications and the annual *Treaty Event* publication. A regional training course in Colombia on treaty law was conducted in English and Spanish in November 2011.

46. The International Trade Law Division of the Office of Legal Affairs, acting as the secretariat for the United Nations Commission on International Trade Law (UNCITRAL), publishes all adopted texts and a number of supporting texts in all official languages of the United Nations. Most of the content of the UNCITRAL website is available in the six official languages. The UNCITRAL website is among the most important electronic sources on international trade law in all United Nations languages.

7. Ethics Office

47. In April 2012, the Ethics Office updated and revised its internal and external websites, making them accessible in all six official languages, in order to reach the broadest audience possible and help to ensure that all staff members perform their functions consistent with the highest standards of integrity as required by the Charter of the United Nations.

48. In collaboration with the Office of Human Resources Management, the Ethics Office promotes and provides ethics education to United Nations staff members. The workshop entitled Working Together: Professional Ethics and Integrity in our Daily Work is presented in both English and French to staff members globally at the Headquarters level and in the field. The Office regularly provides staff briefings on its activities, with specific emphasis on the financial disclosure programme. These briefings are conducted in both French and English by the staff members of the Office. The 11-member staff of the Office provides confidential ethics advice in Cantonese, Chichewa, English, French, Indonesian, Italian, Portuguese, Spanish and Vietnamese.

E. Humanitarian, human rights, economic and social offices

1. Office for the Coordination of Humanitarian Affairs

49. Throughout the reporting period, the Office for the Coordination of Humanitarian Affairs made progress in making its information products available in all official languages in over 50 countries. The Office's flagship brochure, *This is*

OCHA, is available in Arabic, English, French and Spanish. *OCHA in 2012 and 2013*, its main planning document, is available in Arabic, English, French and Spanish. Press releases, reports, appeals, policy studies, evaluations, fact sheets, presentations, maps and infographics are produced as required in Arabic, English, French or Spanish and translated in other languages as appropriate. In the occupied Palestinian territory, the Office for the Coordination of Humanitarian Affairs also translates much of its content into Arabic and Hebrew. The civil-military guidelines of the Office are available in Chinese, English and Spanish.

50. The Office provides multilingual support for World Humanitarian Day (19 August). In 2011, it developed and disseminated publicity materials for the occasion in all the official languages, including a website and posters.

51. While the Office corporate website is in English, it also features content in Arabic, French and Spanish. Some field and regional websites are in Arabic, French or Spanish. The Office also manages two other popular websites that support the humanitarian community with multilingual content: ReliefWeb and the Integrated Regional Information Networks (IRIN). ReliefWeb provides comprehensive information about humanitarian emergencies and had 9.3 million site visits in 2011. ReliefWeb has recently been redesigned and includes separate interfaces for French and Spanish content. It contains documents in Arabic, English, French and Spanish. IRIN is an online humanitarian news and analysis service that delivers reports to more than 1 million online readers worldwide. The service is delivered in Arabic, English and French. The Office and IRIN also produce multilingual films and video, when possible in Arabic, English and French, to raise global awareness of humanitarian issues.

2. Office of the United Nations High Commissioner for Human Rights

52. The Office of the United Nations High Commissioner for Human Rights (OHCHR) continues to arrange for the translation and dissemination of the Universal Declaration of Human Rights into multiple languages. As of June 2012, this document was available in 384 languages.

53. The Office organized Human Rights Council sessions, treaty body sessions and other conferences during the reporting period, and most of the Council resolutions were made available in all six official languages as they were being considered.

54. The majority of treaty bodies have adopted English, French and Spanish as their working languages while others have chosen four or more of the official languages. Usually, all official correspondence between a treaty body through its Secretariat and States parties to the Convention/Covenant is prepared in English, French or Spanish as required. The main treaty body output, *Concluding Observations* are published in all official languages, and their compilations are translated by regional offices into the languages relevant to the concerned States parties.

55. The Office provided human rights training on a number of issues to staff members worldwide and others, including government officials, civil society representatives and human rights experts, in the six official languages with interpretation in others, including Aymara, Portuguese, Quechua and Thai.

56. Every year, the Office conducts two Fellowship programmes in several linguistic components, namely the Minorities Fellowship programme conducted in

Arabic and English, and the Indigenous Fellowship programme conducted in English, French, Russian and Spanish.

57. The website of the Office is available in all six official languages. However, not all content is consistently presented in all of the official languages. The *Universal Human Rights Index* database hosted on the Office's main website was upgraded in 2011 and is now available in all six official languages.

58. The Office also produces audiovisual materials, including documentaries, news and human interest stories, and training and educational videos in several languages. A series of three animated educational videos on the human rights system was produced in 2011 with audio in English and subtitles in 14 languages. For the International Year for People of African Descent in 2011, the Office produced a public service announcement in English and French. A number of videos are also produced by field offices in local languages.

59. The Office has sought to engage users worldwide through their respective languages since it established a social media presence in April 2011, and has been able to provide messages in the six official languages for major social media campaigns, such as Human Rights Day 2011. Through social media, the Office has repeatedly shared the Universal Declaration of Human Rights, which is available in 384 languages, to encourage people across the globe to speak up for human rights in their own languages.

3. Department of Economic and Social Affairs

60. The website of the Department of Economic and Social Affairs continues to have most of its content, in particular news stories, available in all official languages. Within the past year, more than 100 stories were translated into most of the six official languages. Aside from English, the Spanish-language content has been the most sought after, while Arabic has shown the greatest increase in audience.

61. The Department has made special efforts to publish material in a variety of languages. For example, the United Nations Forum on Forests Secretariat created the International Year of Forests 2011 logo in 54 language versions to ensure the occasion was multilingual and inclusive. The Secretariat of the Permanent Forum on Indigenous Issues has also released various informational and specialized materials and publications, such as brochures, training modules and handbooks in English, French, Spanish and Russian in order to reach out to a higher number of indigenous populations.

62. The Department's Division for Social Policy and Development publishes and maintains the United Nations Enable website (www.un.org/disabilities) in all official languages. In addition, as a contribution to the implementation of the Convention on the Rights of Persons with Disabilities, sign language interpretation service is provided for the Conference of States Parties to the Convention, official meetings of the Committee on the Rights of Persons with Disabilities and other relevant events.

4. United Nations Office at Geneva

63. The United Nations Office at Geneva has been fully committed to supporting multilingualism as reflected in its annual report of 2011 entitled "Meeting Current Challenges Together". The Office continued to make strides to meet the expanding meeting and documentation requests for all human rights bodies, the United Nations

Conference on Trade and Development, and the Economic Commission for Europe. It made significant progress in enhancing the efficiency of its translation services. This was accomplished through a far-reaching training strategy and promotion of the use of translation technology among translators in coordination with New York Headquarters, the United Nations Office in Vienna and other international organizations.

64. A major achievement for the United Nations Office at Geneva was the adoption of UNOGTerm, a multilingual terminology management system. As a result, nearly 150 terminology files in official languages were merged and restructured, making it possible to conduct searches on the UNTERM portal, a common one-stop terminology platform centrally managed at Headquarters.

65. UNOG has been celebrating language days since 2010 following the launch of the Language Days at the United Nations initiative. Round tables on multilingualism have been organized each year. The Office also provided language support to 42 human rights missions or fields visits to 34 countries.

66. The Office has pursued a proactive approach to documentation management, including with language provisions to help promote multilingualism. As highlighted in the annual report on document management for 2011, the overall submission compliance in accordance with the mandated time frame was 74 per cent in 2011.

5. Economic and Social Commission for Western Asia

67. The membership of the Economic and Social Commission for Western Asia (ESCWA) comprises 14 linguistically homogenous countries, which all give priority to teaching foreign languages in their educational systems. Since its establishment, the Commission has adopted three working languages, namely, Arabic, English and French.

68. The Commission produces documents and publications in Arabic and English, covering a broad range of general and technical subjects related to social and economic development. Translation into French is reserved only for the report on the biennial session of ESCWA and other major documents as the Commission does not have an established post for translation into that language. ESCWA produces a range of technical papers, training and informational material in both Arabic and English. Additionally, it contributes to Arabic translations of flagship reports of the Secretary-General relating to major development issues as well as relevant promotional materials as required.

69. The Commission also provides training and the evaluation of translators, interpreters and other experts in language functions in Arabic, English and French in cooperation with universities throughout the region.

70. The Commission has taken a set of measures to promote multilingualism through the recruitment of staff from a diverse pool of linguistic backgrounds. Job opening announcements are issued in English and French and sometimes in Arabic. They contain a qualification requirement for candidates to be fluent in the three official languages of ESCWA, or at least two of them. The Commission offers regular language courses to all staff in Arabic, English, French and Spanish in cooperation with professional academic institutes. The majority of the ESCWA staff are bilingual (Arabic and English) and many are trilingual (Arabic, English and French).

71. In all intergovernmental and expert group meetings held by the Commission, interpretation services are provided in Arabic and English, and occasionally in French, as well as in addition to other official languages as the situation requires and capacity allows. The ESCWA weekly news bulletin is issued in Arabic and English while press releases are issued in the three official languages. The Commission's website is regularly updated in Arabic and English. The Commission also maintains a presence in social media in Arabic and English.

6. Economic and Social Commission for Asia and the Pacific

72. According to rule 44 of the rules of procedure of the Economic and Social Commission for Asia and the Pacific (ESCAP), "Chinese, English, French and Russian shall be the working languages of the Commission". The ESCAP annual report and the reports of the various intergovernmental meetings held throughout the year have all been produced in the four official languages of the Commission. Its language units are often called on to provide language services to subregional offices on an ad hoc basis.

73. Although English is the most used language at the Commission, many of its programmes are carried out in Member States where the local languages and dialects would be more appropriate for effective communication.

7. Economic Commission for Latin America and the Caribbean

74. All Professional staff members and most local staff of the Economic Commission for Latin America and the Caribbean (ECLAC) are required to be fluent in English and Spanish, except in the English-speaking subregional headquarters for the Caribbean, where Spanish proficiency can be at a more basic level. French and Portuguese are treated as assets, although Portuguese is required for work in the ECLAC Brasilia office. Portuguese classes have been offered at ECLAC headquarters in Santiago and provisions for Arabic-language classes have been approved for the 2013 training cycle.

75. The Commission has continued its efforts to disseminate public information in multiple languages in order to target the widest possible audience in Latin America and the Caribbean. For example, by the end of 2011, the Commission had distributed 152 press releases in Spanish, 141 of them were also available in English and 18 in Portuguese. The institutional newsletter, *ECLAC Notes*, which is published every three months, was produced in all three languages and the most relevant speeches and editorial articles by the Executive Secretary are available in English and Spanish.

76. For the last decades, the Commission has been publishing six annual flagship reports in English and Spanish. In 2012, a new *Macroeconomic Report*, published three times a year, was released in two languages. The *CEPAL Review*, along with the corresponding Spanish version, the *Revista CEPAL*, has been published three times a year since 1976. Efforts have been made in recent years to translate the Commission's most important publications into French as well. In addition, a special edition of the *CEPAL Review* has been translated into Chinese. All official documents for the Commission's biennial session are produced in English, French and Spanish and many publications are now produced in Portuguese as well, including the summaries of all flagship publications, which are now launched simultaneously to the press.

77. The Commission strives to ensure that all job opening announcements are published simultaneously in English, French and Spanish. In addition, all training materials from Santiago headquarters have been translated into Spanish. ECLAC produces press releases and public information materials in English and Spanish which are uploaded to the various sections of its website.

78. The Commission has added new social media to its communication tools actively maintaining accounts on Facebook, Twitter, YouTube and Flickr in English and Spanish.

III. Multilingualism and communication

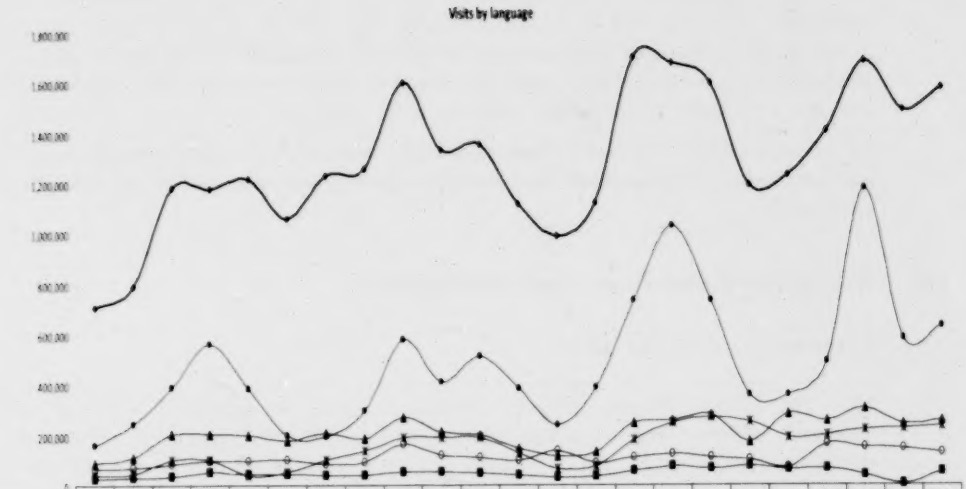
A. Internal communication

79. The United Nations intranet, iSeek, as well as deleGATE (intranet for delegates in New York), maintains pages in English and French. All articles are translated into either French or English and both versions are published at the same time. iSeek launched "The Corner" in 2011, a page where staff members can submit more personal stories in any of the six official languages.

B. Public information and outreach

80. The United Nations website remained one of the key focus areas for the Department of Public Information as it continued its efforts regarding multilingualism. The majority of web pages prepared by the Department are multilingual. In 2011, the introduction of a custom-developed content management system helped to streamline the process of organizing and posting content in all six official languages. Work is progressing in consolidating web content on common platforms for better coordination among languages. Multilingual captioning has now become routine for videos and photo galleries on the home page and for the Secretary-General's video messages, as well as for other key videos posted on the UN Channel on YouTube.

81. By December 2010, adding the Google Analytics code was completed on virtually all of the United Nations website. This has enabled a more inclusive and efficient tracking of language usage.



	2010 | 07	2010 | 08	2010 | 09	2010 | 10	2010 | 11	2010 | 12	2011 | 01	2011 | 02	2011 | 03	2011 | 04	2011 | 05	2011 | 06	2011 | 07	2011 | 08	2011 | 09	2011 | 10	2011 | 11	2011 | 12	2012 | 01	2012 | 02	2012 | 03	2012 | 04	2012 | 05
Arabic /ar	29,656	29,276	36,706	51,475	44,667	44,724	41,378	45,383	53,292	51,770	50,587	37,930	30,626	33,121	56,704	76,836	66,632	73,675	63,668	64,650	37,823	4,694	53,097
Chinese /zh	66,742	70,527	83,607	97,192	97,103	103,092	84,791	93,950	163,091	118,371	111,472	97,085	137,675	90,319	110,038	125,570	108,678	101,218	71,193	165,209	149,713	147,407	129,110
English /en	707,723	787,721	1,183,470	1,177,122	1,217,387	1,057,463	1,230,631	1,258,261	1,601,738	1,330,413	1,355,791	1,114,191	989,912	1,118,953	1,699,206	1,675,557	1,597,154	1,192,743	1,231,290	1,405,426	1,686,594	1,491,691	1,578,310
French /fr	89,293	112,184	202,835	204,996	197,045	176,755	207,920	184,694	267,707	209,603	197,730	147,067	114,176	132,470	247,177	257,664	277,214	173,960	281,403	257,015	302,514	242,376	257,049
Russian /ru	37,906	44,903	101,194	103,148	38,015	51,603	101,031	138,172	188,797	191,651	190,394	129,423	65,099	73,200	180,443	245,747	268,816	249,646	191,579	198,527	218,947	223,192	232,763
Spanish /es	157,815	243,124	389,630	561,639	385,622	196,746	195,376	294,233	577,773	409,800	512,936	381,994	239,394	389,535	731,580	1,026,451	733,541	356,798	357,297	491,585	1,177,088	581,127	628,842

82. The Department of Public Information also took steps to enhance its multilingual products in television services, including feature programming. With the addition of Arabic and Chinese versions, the *UN in Action* series is now produced in all six official languages. The news magazine *21st Century* has added a separately produced French version, which is distributed globally through a partnership with TV5Monde. The Department also provides broadcasters with Spanish-language scripts of the full programme. Furthermore, the Department offers international split-track versions of the magazine programme, which are being used by interested broadcasters to create programmes in their own languages. The Department has been actively exploring co-production opportunities to produce Arabic and Spanish versions of the programme.

83. Daily coverage of breaking news and other developments related to the work of the United Nations continued in all official languages, as well as Portuguese and Kiswahili, on the *UN News Centre* portal and by *UN Radio*, which also produced programming in Urdu, Hindi, Bangla and Indonesian. Fast, accurate, balanced and comprehensive summaries of intergovernmental sessions and conferences, as well as press briefings, special events, and statements and activities of the Secretary-General, were produced as press releases in English and French. To promote the work of the General Assembly at its sixty-sixth session, and the activities of its President, the Department produced a press kit, which was for the first time available in its entirety in the six official languages on the United Nations website in 2011. The Department continued to provide live and on-demand webcast coverage of meetings, conferences and events in English and the original language of the speakers. It also made every possible effort to use its existing technical and staffing resources to make the speeches available in other languages.

84. During the reporting period, the Department of Public Information developed online and print materials in multiple languages for several important campaigns. To illustrate, for Rio+20 (the United Nations Conference on Sustainable Development), the Department produced a brochure and an electronic press kit in the six official languages and Portuguese, a campaign logo in all six languages and nine European languages (Swedish, Norwegian, Portuguese, Icelandic, Danish, Finnish, Italian, Dutch and German) and bilingual press kits in English/French and Spanish/Portuguese. For the campaign marking the twentieth anniversary of the United Nations Declaration on the Rights of Persons Belonging to Minorities, the Department, in collaboration with the Office of the United Nations High Commissioner for Human Rights, developed a logo, poster, banner and kit cover in all six languages.

85. In 2012, the Department of Public Information produced a card highlighting, in 10 short phrases, key daily actions the United Nations undertakes to address global challenges. These "Every Day" cards, which provide powerful messages in compact format, have become a popular and cost-effective outreach tool. The Department developed a design that adds visual elements to the message of the cards, thereby providing more graphic impact for larger-scale products, such as posters, banners or electronic reproduction. All these products are available in the six official languages.

86. The United Nations has been increasing its efforts to make its social media presence reflect its multilingualism. The content posted by the Department of Public Information on social media sites has been followed worldwide by a steadily increasing audience in all six official languages. The postings on multilingual new media outlets like Facebook, Twitter, YouTube and Weibo (in Chinese) feature multiple links to related pages on the United Nations website that contain more detailed information about the relevant topics and issues. In addition to the six official languages, the Department produces social media content in seven additional languages on a regular basis (German, Japanese, Kiswahili, Portuguese, Romanian, Slovakian and Slovenian). Across all major platforms, the United Nations messages are seen by more than 3 million people.

87. Social media campaigns in support of General Assembly priorities and mandates have been conducted in multiple languages. For example, the campaign for Rio+20, The Future We Want, had more than 50 million participants in the "global conversation" in the six official languages and Portuguese. After the launch of the multilingual Let's Fight Racism website, a social media campaign in all six official languages was led by the Department of Public Information in partnership with the OHCHR. The campaign held in the lead-up to the International Day for the Elimination of Racial Discrimination, on 21 March 2012, was called "7 days & 7 ways to Fight Racism" and reached over 3 million on Twitter alone.

C. Documents and publications

88. The Department of Public Information offers United Nations publication for sale in all official languages. During the reporting period, 33 contracts were signed for 48 individual United Nations publications. The translation agreements led to 16 additional language editions of many flagship publications in Albanian, Arabic, Basque, French, Italian, Japanese, Korean, Macedonian, Montenegrin, Polish,

Portuguese, Spanish, Swedish, Turkish, Vietnamese and Welsh, many of which are also available electronically. Licensing agreements also increased the Organization's visibility worldwide by generating approximately 42,000 additional printed and several thousand digital copies at zero or negligible cost to the Organization.

89. The most recent (2011) edition of *Basic Facts about the United Nations* — one of the most popular United Nations publications — is available in English, French and Japanese, with Spanish and Azerbaijani, Dutch, Hindi, Italian and Korean versions forthcoming. Selected chapters are also available online in Hungarian. In addition to the English and French versions of that publication, other eBook publications range from the *United Nations Charter* (English, French and Spanish) to *Score the Goals*, a comic book application (Chinese, English, French, German, Korean and Spanish). The *UN Chronicle*, the quarterly magazine of the United Nations, is available in English and French, both in print and online. Spanish editions of all 2011 issues are available online and a Korean edition has also been published in print and online. To date, resource constraints have impeded the production of the online Arabic, Chinese and Russian versions. The 2012 educational calendar, *The United Nations Making a Difference*, is a recent addition to the United Nations publications portfolio. The calendar was issued in all official languages in print form, and the English version was made available online. An Azerbaijani version was also published in print.

D. United Nations information centres

90. The network of 62 United Nations information centres continues to transmit information on the work of the Organization to people around the world in both official and local languages. These information centres currently maintain websites in 31 local languages and since 2011, have translated documents into 38 languages other than the six official languages and continue to produce newsletters in 16 local languages.

91. Moreover, an increasing number of information centres employ social media tools in their work: 28 information centres and services have Facebook accounts (Ankara, Baku, Beirut, Bogotá, Brussels, Bucharest, Buenos Aires, Cairo, Colombo, Dar es Salaam, Jakarta, La Paz, Lima, Lusaka, Manila, Mexico City, Nairobi, New Delhi, Prague, Pretoria, Rio de Janeiro, Tokyo, Tunis, Vienna, Warsaw, Washington, D.C., Yaoundé and Yerevan); 18 have Twitter accounts (Ankara, Bogotá, Brussels, Buenos Aires, Canberra, Geneva, Jakarta, La Paz, Manama, Mexico City, Nairobi, New Delhi, Pretoria, Rio de Janeiro, Tunis, Vienna, Washington, D.C., and Yerevan); and 12 have YouTube accounts (Bogotá, Brussels, Buenos Aires, Jakarta, Kathmandu, La Paz, Lima, Mexico City, Rio de Janeiro, Tokyo, Washington, D.C., and Yerevan) in languages other than English.

92. The information centres are also instrumental in translating and placing op-eds by the Secretary-General and other senior United Nations officials. During the reporting period, the op-eds were translated by the information centres into 15 local languages.

E. International observances

93. All websites produced to commemorate international observances had versions in the six official languages. Promotional materials featured on the websites included, for example, an information kit for the International Day of Democracy (15 September) and a new visual identity for the Third International Decade for the Eradication of Colonialism (2011-2020).

94. In 2011, a videoconference was organized for the commemoration of the International Day of Remembrance of the Victims of Slavery and the Transatlantic Slave Trade, at which students in New York were linked to a site in Colombia with Spanish interpretation. The following year, to mark the occasion, a website was published in the six official languages, postcards produced in English, French and Spanish, and relevant radio interviews posted on the *UN Radio* website in English, Fante, French, Kiswahili, Portuguese and Spanish. A travelling exhibit was also translated into Turkish and displayed at Ankara's Kizilay Metro station.

F. Visitors Services

95. The Visitors Services Section at United Nations Headquarters employs multilingual staff members. Tour guides speak at least one additional language other than English, and many speak three or four fluently. The Section receives daily queries in a wide range of languages and, whenever possible, staff endeavour to answer them in the same. Commonly languages used in Visitors Services in New York, in addition to the six official languages, include Albanian, Dutch, German, Greek, Italian, Japanese and Swedish. Publications, brochures, fact sheets and posters in the official languages are also distributed. In addition to the official languages, guided tours are offered across all four headquarters duty stations (Geneva, Nairobi, New York, Vienna) in German, Hungarian, Italian, Japanese, Kiswahili, Korean, Portuguese, Slovak and Slovenian, to name the most popular languages.

G. Educational outreach

96. In 2010, the educational outreach programme UN4U offered a bilingual option for the first time in New York, with one of the speakers delivering his presentation in English and Spanish. Students at schools and learning centres in the New York area were also briefed about the United Nations in English, Chinese, French, German, Japanese, Russian and Spanish.

97. The Department's outreach programme the Holocaust and the United Nations has produced several educational resources in all the official languages, including eight discussion papers and three educational DVDs and companion study guides. One of the DVDs was also produced in Romanian and one of the study guides was published in Czech. In addition, two Holocaust exhibitions were produced in English, French, Russian and Spanish for the global network of United Nations information centres. These resources are available on the website of the Holocaust programme, which is accessible in all six official languages.

H. Library

98. The United Nations Dag Hammarskjöld Library completed the digitization of the General Assembly Official Records Supplements of the first to forty-seventh sessions in English, French and Spanish. The United Nations Office at Geneva Library, which collaborates with the Dag Hammarskjöld Library in this programme, is completing the digitization of the same documents series in Arabic, Chinese and Russian. It is also digitizing official documents of the Conference on Disarmament, the Biological Weapons Convention, the Economic and Social Council and the Commission on Human Rights in all official languages. All digitized parliamentary documents, including all Security Council documents from 1946 to 1993, are available in all official languages.

99. The Library conducts training in English, French and Spanish for staff members, Permanent Missions, non-governmental organizations and students on how to access and use United Nations documents and information. Training programmes offered to depository libraries have been carried out in Chinese, English, French, Russian and Spanish. Research and reference services are also provided in the language in which a request was received, most commonly in English, French and Spanish.

IV. Conclusions

100. The conclusions of the previous report on multilingualism (A/65/488) remain valid. As highlighted in the present report, the United Nations has increasingly improved and sought creative ways to promote multilingualism in all areas of its work, keeping in mind the importance of communicating to the peoples of the world in their own languages, including in various accessible formats to help bring the Organization closer to the people it serves. Informing and reaching different audiences in the six official languages, as well as in local languages, through traditional and new media is essential to inspiring and engaging the world in the aims, purposes and work of the Organization. Promoting multilingualism is, moreover, closely linked to respecting cultural diversity and promoting intercultural dialogue.

101. Efforts to promote multilingualism are vital for fostering diversity and plurality within the United Nations. The Secretariat continues to make every effort to make content available in all six official languages in a timely manner while ensuring quality interpretation and translation. These measures are taken with a view to enabling the Organization to provide the best possible support to Member States, particularly in their deliberative bodies, and to project the work and values of the United Nations to the largest audience. The United Nations also uses formal and informal ways to reach out to the global public, the United Nations community and staff in the official languages and beyond through its outreach programmes and initiatives.